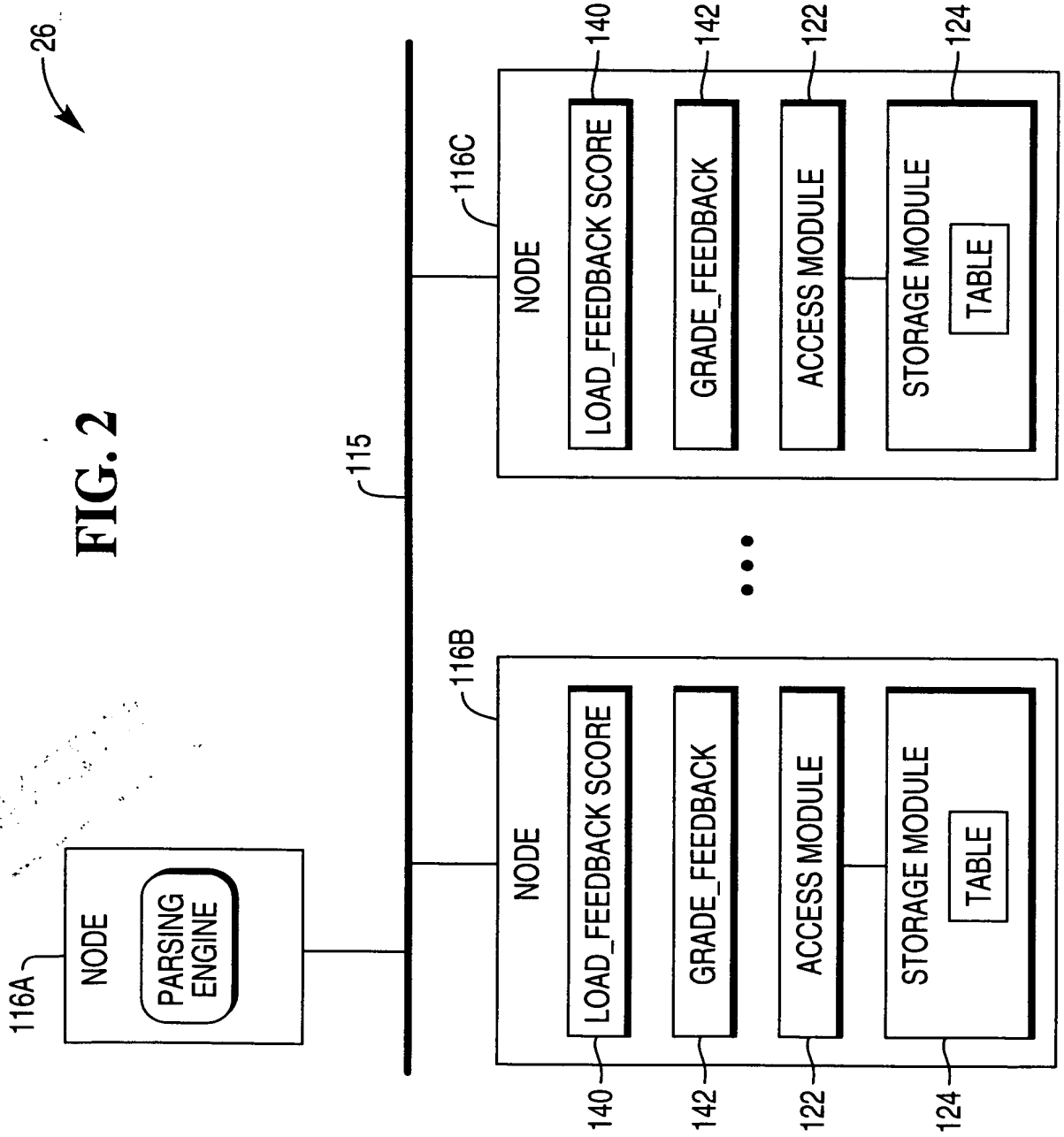


**FIG. 1**

10055828-06502  
205290-8285001



**FIG. 3**

**CUSTOMER FEEDBACK TABLE** 202

CUSTOMER_ID	...	FEEDBACK	TIMESTAMP
	⋮		

**FEEDBACK RATING TABLE** 200

ID	FEEDBACK SCORE
ID1	[ARRAY 1]
ID2	[ARRAY 2]
	⋮

**FIG. 4**

**ADJECTIVES (SCORE MODIFIERS)**

WORD	RAW SCORE	VIEW	EXTREMELY
ANGER	-5	2	4
JOY	+7	2	4
SAD	-2	2	4
SURPRISE	+7	2	4
DISGUST	-4	2	4

**FIG. 5**

